

MINUTES

May 25, 2006 Meeting Income Maintenance Advisory Committee Division of Health Care Financing Department of Health and Family Services

County Attendees: Jackie Bennett, Racine Co.; Sheila Drays, Dodge Co.; Joanne Faber, Washington Co.; Tim Gessler, Winnebago Co.; Liz Green, Dane Co.; Jane Huebsch, Marathon Co.; Ed Kamin, Kenosha Co.; Doreen Lang, Wood Co.; Bob Macaux, Florence Co.; Chris Machamer, Waupaca Co.; Elizabeth McDowell, Stockbridge Munsee Tribe; Amy Roland, Outagamie Co.; Shirley Ross, LaCrosse Co.; Sue Schmitz, Waukesha Co.; Cindy Sutton, Rock Co.

State Attendees: Theresa Fosbinder, DHFS/BEM; Lisa Hanson, DHFS/OSF; Melissa Henderson, DHFS/BEM; Jim Jones, DHFS/BEM; Chris Martin, DWD; Mike McKenzie, DHFS/BEM; Scott Riedasch, DHFS/BEM; Jodi Ross, DHFS/BEM; Evie Ryan, DHFS/BEM; Joanne Simpson, DHFS/BEM

Administrative Items

- The IMAC meeting for July has been canceled.

BadgerCare Plus Update

DHFS has formed a number of work groups that will work to develop the BadgerCare Plus program. Four of those work groups have a direct effect on Income Maintenance processes. Those four work groups are:

1. The BC+ Eligibility Policy work group will work on the policies that will be used to determine who is eligible for BadgerCare Plus. Chief among its goals is to simplify and consolidate existing Medicaid policies and groups that cover pregnant women, children under age 19, parents and other caretaker relatives.
2. The BC+ Premium Structure work group will be defining the way that premium amounts are determined, how they are paid, what happens when they aren't paid, etc.
3. Connected tangentially to the BadgerCare Plus project is the Notice Re-engineering Work Group. This group will be setting up the parameters for the new CARES notices for Medicaid and FoodShare,
4. The IM Policy Streamlining work group is looking into ways to simplify FS and MA policy and process.

Jim Jones will continue to update IMAC as BadgerCare Plus progresses.

ACCESS 4.0 & CARES Worker Web (CWW) 2.0

Starting June 3, 2006, ACCESS 4.0 will begin processing online applications. Agencies should begin to see those coming in around June 5, 2006. Autumn Arnold, Deloitte Consulting, is providing training to Family Planning Waiver (FPW) qualified providers to use ACCESS to enter and submit FPW applications, rather than continuing to send paper applications.

CWW 2.0 has a suggestions button that allows CWW users to submit ideas for improving CWW. This will replace the CARES Worker Web End User Feedback web site. This does not obviate the need or availability of the CARES Policy Call Center to answer local agency policy and process questions.

The training for ACCESS 4.0 and CWW 2.0 has had 477 completions to date with 92% of the trainees taking six hours or less and 65% of the trainees taking three to six hours. 98% of the trainees who completed the training said that they would be able to use the in-box and assign cases. 94% of those who completed the training said they were prepared to process the online applications. Theresa stressed the importance of using

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the training call center, since they exist to answer questions that anyone taking the training has as they take the training. This should be treated like the trainee is raising his/her hand in face-to-face training.

Sub-Committee Reports

Workload and Finance

Base allocations for calendar year 2007 will remain the same as calendar year 2006, minus the additional MA verification funds and second party review funds, these will roll into the base. An Administrators memo will come out before the end of June with the allocation amounts.

A face to face meeting was held in Appleton to discuss the workload model. Suggested changes to the current model include:

- Increase to case processing times looking at projects implemented since the last workload analysis model;
- Updated salary and fringe benefit costs;
- Times for training, including new worker training; and,
- Supervisor, Clerical and Manager ratio to workers.

Quality Assurance

[View QA update handout.](#)

Payment Accuracy

- ***FoodShare Payment Accuracy Error Rate***
View agency error rates.
- ***Big Ten Conference***
DHFS does have limited funds available to some agencies to send staff to the Big Ten conference. More information will be sent to all agencies at the end of May.
- ***Rewards Program***
View rewards program summary. The group discussed the FoodShare Rewards Program and felt that bonuses, gift certificates, or other recognition for high performing workers in agencies with low error rates, high percentage of applications completed timely, etc., was not do-able due to local agency constraints.

EBT RFP

The RFP has been released to the vendors for bids. Responses are due mid-August, and a vendor will be chosen by November. Existing clients should not notice a change.

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FS Program Participation Grant II

The USDA FNS released information about applying for another Program Participation Grant. DHFS is developing a proposal that requests funding for:

- Establishing ongoing methodology to determine how many and what type of individuals could qualify for FoodShare, but are not enrolling and why.
- Outstationing ACCESS at food pantries and health care clinics.
- Implementing an on-line review in ACCESS; and,
- Implementing an automated connection between ACCESS and the Electronic Case File.

Citizenship/Verification

[View Citizenship presentation.](#)

IM Scorecard

[View Scorecard Reports Menu.](#)

[View draft Scorecard overview report.](#)